MENA-OECD
GOVERNANCE
PROGRAMME





التغلب على معوقات استراتيجيات تبسيط الإجراءات الإدارية

إرشادات لواضعي السياسات

ترجمات مختارة

**OECD-MENA
GOVERNANCE
PROGRAMME**





التغلب على معوقات استراتيجيات
تبسيط الإجراءات الإدارية

2009

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منشورات

المنظمة العربية للتنمية الإدارية

جامعة الدول العربية

2009

صدرت النسخة الأصلية من هذا الكتاب باللغة الإنجليزية والفرنسية عن منظمة التعاون الاقتصادي والتنمية OECD تحت عنوان:

- **Overcoming Barriers to Administrative Simplification Strategies: Guidance for Policy Makers**
- **Surmonter les obstacles a la mais en œuvrer des stratégies de simplification administrative: orientations destinées aux décideurs**



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- تم النشر بالتنسيق مع OECD, Paris.

- جودة الترجمة إلى اللغة العربية ومطابقتها للنص الأصلي مسئولية المنظمة العربية للتنمية الإدارية.

- عند أي اقتباس من هذا الكتاب يتعين الإشارة إلى المصدر.
- الآراء الواردة بالكتاب لا تعبر بالضرورة عن توجهات المنظمة العربية للتنمية الإدارية.

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المحتويـــــات

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استراتيجيات تبسيط الإجراءات الإدارية

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2- التصميم المؤسسي.

3- أدوات لتطوير وتنفيذ الاستراتيجية.

أ- إدارة أفضل وتحسين الإطار التنظيمي الإداري:

تطوير الهيكل التنظيمي القائم:
- الهدم والبناء.
- مراجعات عامة.
- مراجعة تلقائية للوثائق.
- مراجعة قضائية.

عمل لائحة تنظيمية حديثة:
- التحليل القائم على الأدلة (مثل RIA)
- استشارات عامة.

أدوات عامة:
- بدائل التنظيم الإداري التقليدي.
- استخدام لغة بسيطة.

ب- إعادة الهيكلة التنظيمية:
- نظام الشباك الواحد One-stop shops.
- تسهيل إجراءات التراخيص.
- وضع حدود زمنية، قاعدة "السكوت علامة الرضا" أو "الصمت دليل الموافقة".

ج- تكنولوجيا جديدة للمعلومات والاتصالات (ICT):
- رقمنة النماذج الإدارية.
- التبسيط من خلال إعادة هندسة وأتمتة إجراءات العمل القديمة.
- عمل بوابات Portals للمعلومات والخدمات.
- تخزين وتبادل البيانات إلكترونيًا.

د- معلومات أفضل عن تقديم الخدمات والمتطلبات الإدارية:
- السجلات العامة.
- المجلات والجرائد الرسمية.
- المواقع الحكومية الإلكترونية.
- التلفزيون.

هـ- تنسيق الاحتياجات المتعددة النابعة من الإدارة العامة.

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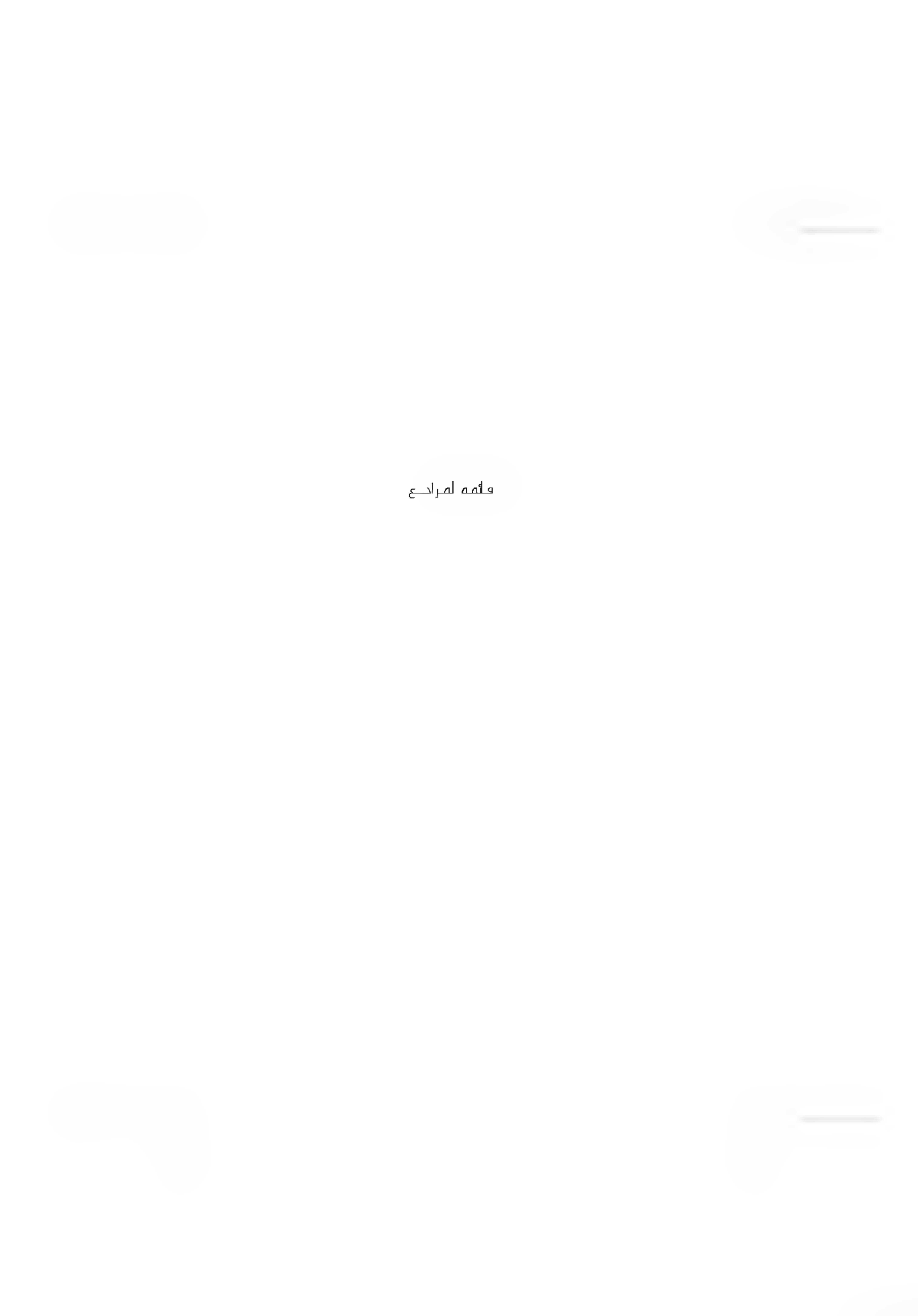
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- The Standard Cost Model (SCM) network: *www.administrativeb urdens.com*
- *www.oecd.org/gov/regref* + country background reports.
- *www.oecd.org/gov/regref/portugal*
- *www.oecd.org/mena/governance*
- *www.oecd.org/regreform/principles*
- **National websites:**
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- Danish Evaluation Institute for Local Governments: *www.krevi.dk*
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التغلب على المعوقات التي تحول دون تنفيذ استراتيجيات تبسيط الإجراءات الإدارية

إرشادات لواضعي السياسات

تواجه الحكومات تحديا يتمثل في ترشيد والحد من الأعباء الإدارية التي تفرضها المتطلبات البيروقراطية. وفي نفس الوقت، فإنها بحاجة إلى استخدام الإجراءات الإدارية كمصدر للمعلومات وكأداة لتنفيذ السياسات العامة. تهدف استراتيجيات تبسيط الإجراءات الإدارية إلى تبسيط الإجراءات والحد من التعقيد والعمل الورقي وعدم التيقن Uncertainty وهذا يساعد القطاع العام على تقديم خدماته بصورة أكثر كفاءة، وتحسين البيئة التنظيمية لتطوير الأداء الاقتصادي والاجتماعي للحكومة.

يعتمد هذا الدليل على خبرة البلدان الأعضاء في منظمة التعاون الاقتصادي والتنمية (OECD) ودول الشرق الأوسط وبلدان شمال أفريقيا (MENA) . ويعتمد ايضاً على الحوار الدائر بين تلك الدول. ويستعرض هذا الدليل أيضًا المعوقات العامة لتصميم وتنفيذ استراتيجية لتبسيط الإجراءات الإدارية، ويقدم 22 نهجا (نقطة) للتغلب عليها، ويقدم خلاصة للممارسات الجيدة بين صانعي السياسات والممارسين الذين يعملون على محاربة الروتين.

لمزيد من المعلومات، يرجى الاتصال بـ:

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